# Pricing app Installation, Update and FAQ Guide

October 2015

**What's New:** In this guide we have added a section around how to update Pricing app when a new version is released, updated overall install instructions based on feedback from stores and provided more FAQs for when you need more information.

**Key Reminders:** Always check release notes published in Pricing app admin functionality every time a new app version is released with the latest features and fix updates.


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# **Pricing app** - Image Demo Device to install Pricing app for iOS

| | |
|---|---|
| Complete steps 1-4 prior to store closing: | |
| 1 | Thaw Visual Merchandising Portable with the latest iOS Restore Kit installed |
| 2 | In the iOS User, launch Self Service via Spotlight and login with your LDAP credentials |
| 3 | Under the Essential Category, the "Pricing app" policy will be visible. If not visible, run the Check for Updates policy in the Extra category and check again |
| 4 | Once complete, launch iTunes and verify application has installed successfully to the App Library |
| Complete the follow steps to install Pricing app to iOS demo device: | |
| 1 | Connect iOS device to Visual Merchandising Portable (You may need to accept the Trust prompt). Do not restore device to Factory Settings. |
| 2 | Select device from upper left corner of iTunes window. Then select Applications from the device screen |
| 3 | Search for "Pricing" in the Applications. Click Install |
| 4 | Verify Pricing app is visible on demo device in the far right position of the bottom row on the first page of applications (not the Dock). If Pricing app is not in this specified location, manually move it to this position |
| 5 | Click Sync in lower right corner in iTunes |
| 6 | Ensure device is connected to Apple Demo wifi before continuing to "Sync to iPlano" section. Once configuration has been completed, lock the device (The iOS device must be properly "locked" after configuration or Pricing may not behave as expected) |


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## **Pricing app** - Image Demo Device to install or update Pricing app for Mac

Ensure that only **one** table/bay is done at a time, due to network bandwidth if all Macs are done at the same time, the app may not install

| | |
|---|---|
| 1 | Thaw Mac using Deep Freeze |
| 2 | Launch Self Service and login with your LDAP credentials |
| 3 | Run the Check for Updates policy |
| 4 | Under the Essential category, "Pricing app" policy will be visible, click Install |
| 5 | Verify the Pricing app has installed by searching "Pricing" in Spotlight or by verifying it on the far right position of the Dock |
| 6 | Once verified, continue to "Sync to iPlano" section. Do not freeze the Mac until the sync to Plano is completed |
| 7 | Launch Pricing from the Dock. If a dialogue box appears requesting access for Pricing to the keychain click "always allow" and accept prompt. Ensure that this is done when device is in a thawed state or it will prompt during every launch of Pricing app. |
| NOTE | If a download via Self Service is in progress at the start of Maintenance Mode (1am local time), it will be cancelled and you will need to re-run the Pricing app policy |


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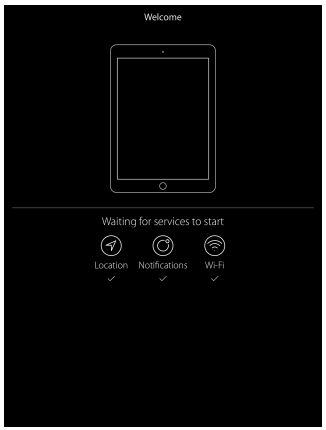
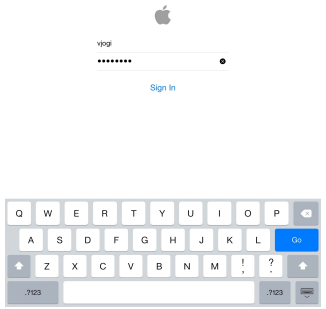
# **Pricing app** - Sync to iPlano to retrieve Pricing app Content for iOS

1



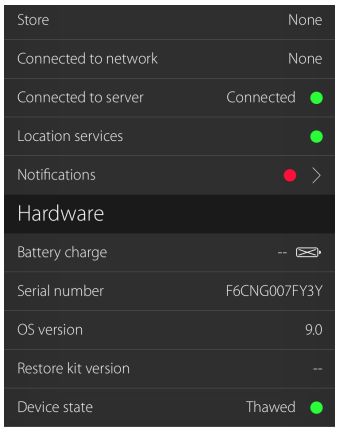

For the first time you will see a welcome screen which is setting up the application in your store. Select “allow” and “ok” when alerts pop up

2



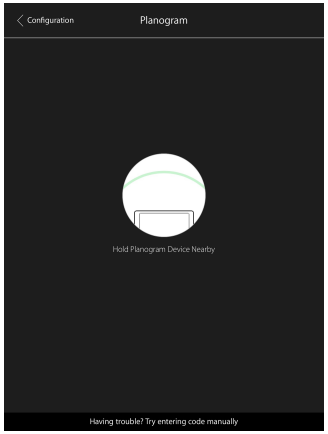

Login with appleconnect ID and password (if device restarts wait for restart to complete and login again)

3




Verify device state before sync to iPlano to ensure device is unlocked, if device state is locked refer to troubleshooting steps for how to unlock device

4

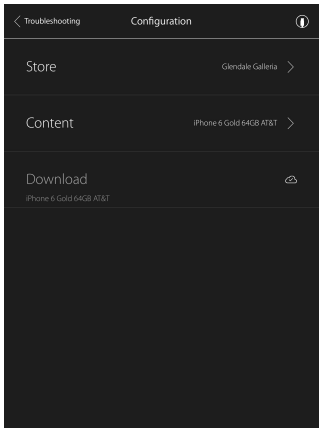



Tap configuration wheel, tap Content, then tap Sync to iPlano, hold up your planogram device to the demo device so it can sync via bluetooth

5

Validate device information and select confirm to complete the set up. iPlano fixture will need to be confirmed first in order to sync device

6




Content will start downloading and App will launch, access admin via 3 finger hold for 5 secs, next freeze device by tapping wrench in upper right corner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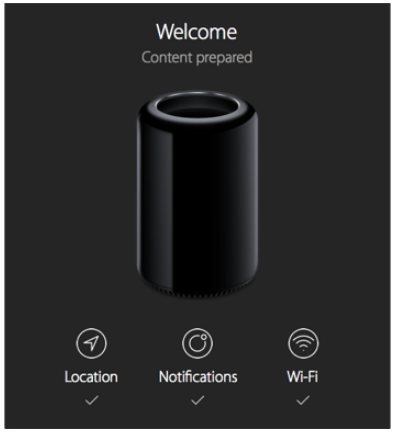
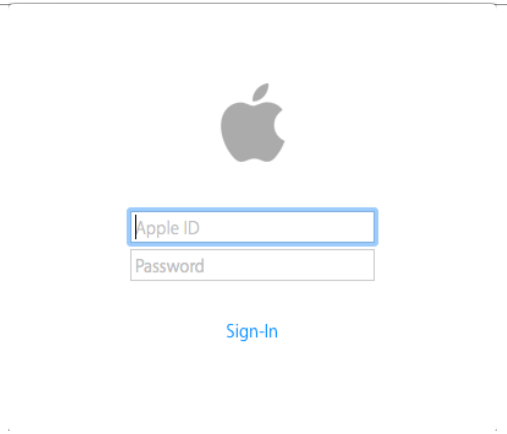
# **Pricing app** - Sync to iPlano to retrieve Pricing app Content for Mac

1



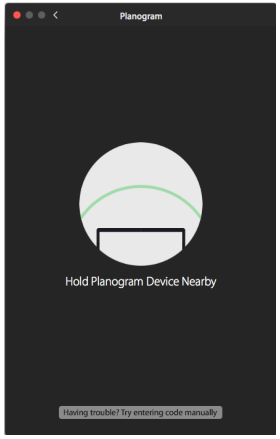

For the first time you will see a welcome screen which is setting up the application in your store. Select “allow” and “ok” when alerts pop up

2



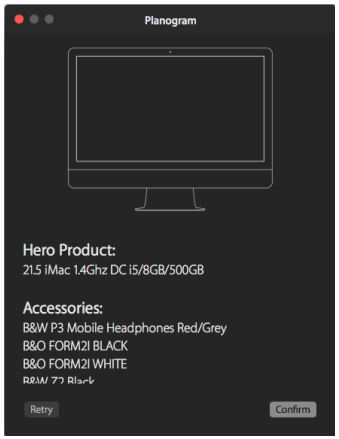

Login with appleconnect ID and password

3



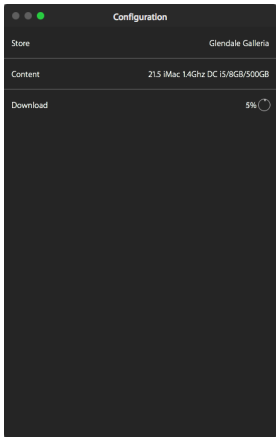

Tap Sync to iPlano, then hold up your planogram device to the demo device so it can sync via bluetooth

4




Validate device information and select confirm to complete the set up

5




Content will start downloading once complete freeze device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# **Pricing app** - Update Pricing app for iOS

These steps should be followed when a new Pricing app version is released
Complete steps 1-4 prior to updating demo iOS device:

| | |
|---|---|
| 1 | Thaw Visual Merchandising Portable with the latest iOS Restore Kit installed |
| 2 | In the iOS User, launch Self Service via Spotlight and login with your LDAP credentials |
| 3 | Under the Essential Category, the "Pricing app" policy will be visible. If not visible, run the Check for Updates policy in the Extra category and check again. Click Install. |
| 4 | Once complete, launch iTunes. You will be prompted to replace the previous version in the App Library. Click Replace then freeze Visual Merchandising Portable |

Complete the follow steps to update Pricing app to iOS demo device:

| | |
|---|---|
| 1 | Login to Admin functionality in Pricing app to unlock demo device |
| 2 | Connect iOS device to Visual Merchandising Portable (You may need to accept the Trust prompt). Do not restore device to Factory Settings. |
| 3 | Click Sync in lower right corner in iTunes |
| 4 | Once this has been completed, verify the device is properly configured and "locked" using the Pricing app. |

NOTE: If a dialogue box appears requesting location services click "allow" and accept prompt. Ensure that this is done when device is in an unlocked state or it will prompt during every launch of Pricing app.


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# Pricing app

| | |
|---|---|
| **Admin Functionality** | |
| How to access Admin functionality for Pricing app | iOS is a 3 finger hold for 5 seconds in top right quadrant of the screen<br>Mac shortcut to Admin Functionality - Option + Command + Shift + Up Arrow<br>Mac shortcut to Quick View - Option + Command + Shift + Down Arrow |
| What does the wrench do? | The wrench allows you to lock or unlock demo device, logout or quit admin functionality. |
| What does the wheel do? | The wheel will take you to configuration and provide the ability to change stores and sync to iPlano to get updated content |
| What to do if you need more information about products | Look at apple.com product pages for more information |
| **iPlano Sync** | |
| What to do if iPlano sync does not work | Ensure bluetooth is enabled and make sure devices are close together (ie place devices side by side or hover devices over each other) |
| iPlano fetch failed Error, Security Token Expired | If you encounter this error, force close app and re-open |
| Attract loop is not coming back on | Check in iPlano to ensure device is assigned correctly or the right content will not update |


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# Frequently Asked Questions & Troubleshooting

| | |
|---|---|
| **Content** | |
| What to do if content is out of date | If one or more devices are out of date login to admin and verify in content section version, if different than other devices then select configuration wheel to download content |
| Need to update content outside of maintenance window | Unlock demo device, reset content through Pricing app Admin configuration(wheel in upper left corner) and then lock demo device |
| How does Pricing app content update on demo devices? | Content will update automatically during device maintenance mode for a larger content bundle otherwise over time when a device goes into screensaver mode or attract loop the content will update |
| **Pricing app** | |
| Pricing app is not installing | Check with your Retail Technology Mentor to troubleshoot to ensure demo setup is working correctly, if still not working then contact GSS to report issue |
| How to access app on iOS devices? | After interacting with the demo product for a brief period, a notification at the top of the screen lets customers know they can open Pricing app to get details about the product. From here they can click to open the app, similar to how other notifications work.<br>A customer can also open up the Pricing app, just like they open any other app |
| What happens if the Pricing app mac mini player is not on the desktop? | Select the Pricing app on the dock of the desktop to open app and then minimize window for mini-player to reappear |
| Pricing app is a blank white screen | If a blank white screen with a apple logo is shown on the device then the device needs to be reconfigured |


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# Pricing app
## Frequently Asked Questions & Troubleshooting

| | |
|---|---|
| Pricing app does not show up in dock | Restart device should fix Pricing app placement, if not partner with Retail Tech Mentor |
| If download of pricing app is taking a long time | Connect Mac to Ethernet, partner with Genius team to borrow Thunderbolt to Ethernet cables for the night in case you need them |
| **Demo Device** | |
| New iOS devices set up with Restore Kit | Refer to iOS Demo documentation on RetailMe |
| Existing iOS devices restore from backup | Refer to iOS Demo documentation on RetailMe |
| Configure device to wifi network | After Pricing app is installed on iOS it may not remember wifi network. Go to pass.apple.com to retrieve password to set up Apple Demo Wi-Fi, force quit and re-open Pricing app |
| Device is stuck on appleconnect login screen | Select Home button and re-open Pricing app, if appleconnect login screen still visible, login to unlock demo device, reset content through Pricing app Admin configuration the lock demo device |
| Device State is Locked after Pricing App Install | In Admin, tap wrench to unlock device, device will auto reboot. Once device is back to login page, login then sync to iPlano, once complete lock device again through wrench |
| If Mac screen goes black during Install | Mac could be in blackout mode since it is after store hours or maintenance mode, try to wake device or power back on |


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## Resources

| Need help? | |
|---|---|
| IS&T | Contact the IS&T Helpline with any issues using the Pricing app, including pricing or content issues, and the iPlano system |
| Global Store Support (GSS) | Questions about Demo Systems Imaging, Pricing app not installing, Field Merchandising, iPlano store map, and placement issues. Contact storesupport@apple.com Please include device details in your email. |
| Field Merchandising Team | Reach out to your Field Merchandising Leader, or storesupport@apple.com with any questions or feedback. Be sure to include pictures from your store where appropriate. |
| Merchandising Mentors | Store employees considered experts in all areas of merchandising. A complete list of Merchandising Mentors is available on RetailMe. |
| Retail Technology Mentors | Store employees considered experts in all areas of Retail Technology, Demo Systems, and Imaging. A complete list of Retail Technology Mentors is available on RetailMe. |


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